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Date of Deposit: <u>11/10/2004</u> Ref: Case Docket No.: <u>P3251</u>

First Named Inventor: **Igor Neyman et al.**

Serial Number: <u>08/928,861</u> Filing Date: <u>09/12/1997</u>

Title of Case: Call Center Apparatus and Functionality in Telephony

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

- 1. Information Disclosure Statement.
- 2. Cover Letter for Information Disclosure Statement.
- 3. Copies of 3 publications cited in the IDS.
- 4. Copy of an European search report in case 98946907.7.
- 5. Certificate of express mailing.
- 6. Postcard listing contents.

Mark A. Boys

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

N=12-04

Art Unit 2645

Examiner Allen Hoosain

In Re:

Igor Neyman et. al.

Case:

P3251

Serial No.:

08/928,861

Filed:

09/12/1997

Subject:

Call Center Apparatus and Functionality in Telephony

To:

The Commissioner of Patents and Trademarks

Washington, D.C. 20231

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (3) references received from the European search report (copy enclosed) in case 98946907.7, dated 08/11/2004. Applicant desires that the reference be entered in the above referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by

Donald R. Boys

Reg. No. 35,074

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PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Substitute for form 1449A/PTO				Complete if Known		
	DIATION		201 001105	Application Number	08/928,861	
INFO	INIA HON	וט וי	SCLOSURE	Filing Date	09/12/1997	
STAT	TEMENT E	3Y A	APPLICANT	First Named Inventor	Igor Neyman et. al.	
				Art Unit	2645	
(use as many she	ets a	s necessary)	Examiner Name	Allen Hoosain	
Sheet	1	of	1	Attorney Docket Number	P3251	

U.S. PATENT DOCUMENTS					
Examiner Initials		Document Number Number- Kind Code ² (if known	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US-			Priority Claim
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FOREIGN PATENT DOCUMENTS					
	Foreign Patent Document Country Code 3 - Number 4 - Kind Code 5 (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
	EP 0 559 979 A	09/15/1993	Sears Technology Ser.		
	EP 0 647 050 A	04/05/1995	Teknekron Infoswitch		
	EP 0 660 573 A	06/28/1995	AT&T Corp		
	Cite No. ¹	Cite No. 1 Country Code 3 - Number 4 - Kind Code 4 (if known) EP 0 559 979 A EP 0 647 050 A	Foreign Patent Document Publication Date MM-DD-YYYY	Cite No.1 Foreign Patent Document No.1 Courtry Code3 - Number - Kind Code (if known) EP 0 559 979 A Description Date MM-DD-YYYY Publication Date MM-DD-YYYY Name of Patentee or Applicant of Cited Document O	Cite No.1 Foreign Patent Document No.1 Country Code3 - Number4 - Kind Code5 (if known) Publication Date MM-DD-YYYY MM-DD-YYYY Publication Date MM-DD-YYYY Publication Date MM-DD-YYYY Relevant Passages or Relevant Figures Appear EP 0 559 979 A 09/15/1993 Sears Technology Ser. EP 0 647 050 A 04/05/1995 Teknekron Infoswitch

Examiner	Date	
Signature	Conside	red

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